

**CALIFORNIA DEPARTMENT OF TRANSPORTATION
POSITION DUTY STATEMENT**

<u>CLASSIFICATION TITLE</u> Staff Services Manager II (Supervisory)	DISTRICT/DIVISION/OFFICE Office of Statewide Liaison Services	
WORKING TITLE Office Chief	POSITION NUMBER 702-008-4801-xxx	EFFECTIVE 07/2014

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general direction of the Assistant Division Chief, a Staff Services Manager III, the Office Chief manages the Office of Statewide Liaison Services. The incumbent will work closely with HQ; district directorate and management staff; and oversee the Statewide Personnel/Transactions Liaisons services. Keeps management apprised of all activities and decisions as necessary. The Office Chief must demonstrate a positive attitude and a commitment to providing quality customer service that is accurate, timely and exceeds our customers' expectations, and maintains complete confidentiality.

TYPICAL DUTIES

Percentage / Essential (e) / Marginal (m)

- 55% (E) Supervises and directs the statewide activities of the District Personnel and Transactions Liaisons. Oversees all activities of the District Liaisons and support staff to ensure consistent practices and timely completion of: hiring packages, submittal of employee health and pay documents, informal discipline counseling, and related human resource consultation. Oversight areas include the service of adverse actions and coordination of Skelly/Coleman Hearings; consultation and recommendations to District managers and supervisors regarding progressive discipline to ensure proper documentation for all formal actions, rejections on probation, Absence Without Leave (AWOL) separations, non-punitive and medical terminations, and disability retirements.
- 25% (E) Provides guidance and consults with District management on a variety of human resource related classification issues, and oversees and serves as a resource to District upper-level management on the more sensitive issues concerning staffing plans, district reorganization, and personnel placements. Oversee and provide resolutions to resolve DHR service problems for the Districts by identifying the individual and systemic problems and developing creative alternatives. Oversees the Southern Hiring center in the absence of the Branch Chief.
- 20% (E) Oversee the development and implementation of training sessions on a variety of Human resource areas; ensure newly adopted personnel policies and procedures are conveyed throughout the Department; identify and implement changes in work processes and coordinate with other DHR managers (Classification, Exams, and Discipline, etc.) and Labor Relations.

¹ ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others

SUPERVISION EXERCISED

Directly supervises two Staff Services Manager I's and provides overall management of the Statewide Liaison Services.

KNOWLEDGE AND ABILITIES

Knowledge of the Department of Transportation (Caltrans) organization and functions, the relationship between Caltrans and the control agencies, particularly the Department of Fair Employment Housing, the Department of Human Resources (CalHR) and the Department of Personnel Administration. Understand the principles of supervision, management, communication, and customer service, including group decision-making and the motivation of both groups and individuals. The incumbent needs to understand the relationship between labor relations and personnel and both the separate and overlapping jurisdictions of personnel, labor relations, health & safety, equal employment opportunity, accounting, budgets and legal activities.

Must have a demonstrated positive attitude and a commitment to conduct business in a professional manner in dealing with the public and department clients and provide quality customer service to all customers. Required ability to reason logically and use analytical techniques to solve difficult personnel problems; research, understand, interpret and articulate applicable employment laws, rules and regulations; analyze and apply legal principles and precedents to particular sets of facts; to provide clear, concise, and effective written documentation and oral presentations; and to deal tactfully, professionally, and confidentially with all internal and external customers and contacts.

RESPONSIBILITY FOR DECISIONS (CONSEQUENCE OF ERROR)

The incumbent is responsible for carrying out the Program goals and objectives while ensuring compliance with State and federal regulations governing these programs. Poor judgment in any of these areas could result in legal actions against the Department, loss of funding revenues and legislative sanctions and adverse union intervention in addition to loss of credibility for the division, department or manager.

The incumbent has access to very sensitive and confidential information. Careless, accidental, or intentional disclosure of information to unauthorized persons can have far-reaching effects, which may result in civil or criminal actions against those involved.

The manager is responsible for complying with the Information Practices Act (IPA) by protecting departmental employees' confidential information, including, but not limited to, social security numbers, medical or employment history, education, financial transactions, or similar information. Failure to protect departmental employee's confidential information may damage DHR's reputation as a confidential organization, may result in employee grievances or lawsuits, and, pursuant to California Civil Code section 1798.55, could result in disciplinary action, including termination of employment.

PUBLIC AND INTERNAL CONTACTS

The Chief has contact with managers/supervisors at all levels within the districts, managers/supervisors/staff in Human Resources and Labor Relations, and staff in control agencies.

WORK ENVIRONMENT

While at their base of operation, the SSM II will work in a climate-controlled office under artificial lighting. There will be occasional fluctuations in temperature. The SSM II will work in a cubicle and will periodically

attend meetings and/or training outside the office. May require travel to various district offices to meet with Liaison and other staff. (Travel may be subject to fiscal conditions of the State/Department.)

PHYSICAL REQUIREMENTS

Employee may be required to sit for long periods of time using a keyboard and video display terminal or traveling in a vehicle to other locations; will be involved with sustained mental activity needed for analysis, reasoning and problem solving; must be able to develop and maintain cooperative working relationships, recognize emotionally charged issues, problems or difficult situations and respond appropriately, tactfully, and professionally; and must be able to work independently.

I have read and understand the duties listed above and can perform them with / without reasonable accommodation. (If you believe you may require reasonable accommodation, please discuss this with the hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

Employee Name (please print)

Employee signature

Date

I have discussed the duties with and provided a copy of this duty statement to the employee named above.

Supervisor Name (please print)

Supervisor signature

Date